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**Service: Seat Management**

**Service Line: LAN and Desktop/Network Services**

**Status:**

Available; in production; currently offered to state agencies only.

**General Description:**

Seat Management includes the implementation and maintenance of the desktop, portable desktop, servers, communications, printers, peripherals and their associated network infrastructure and components. This service includes all essential components and resources to service and maintain the desktop computing environment.

**Service Level Targets:**

N/A

**Availability:**

6:30 a.m. to 6 p.m., Monday-Friday

**Limitations:**

None

**Prerequisites:**

None

**Pricing / Charges:**

\$125 per seat for fiscal year 2006 and 2007 and for budgeting for fiscal year 2008.

**Service Components or Product Features Included in Base Price:**

- Service Desk customer support – Answering and resolving customer problem calls
- File/Print help – Help customers understand problems when using applications or trying to print
- Server maintenance - Maintaining the latest required service packs for the operating system running on the server.
- Application delivery – Installing state-approved software on the customer's desktop
- Email - Providing a reliable e-mail delivery system
- Moving, adding or changing equipment to respond to customers' requests
- Backup of servers – Loading customer data onto backup tapes

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- Creating a standardized image of customer workstations to restore functionality if a system failure occurs
  - Capacity management - Monitoring network traffic to identify load volume and produce baseline needs
  - Performance reporting – Monitoring servers to ensure optimum performance
  - Call count reporting - Providing customers with reports on call volumes
  - Infrastructure maintenance - Upgrading router and switch hardware to maintain baseline network performance goals

**Service Components or Product Features not Included:**

- Archiving
- Hardware (computer, printer, server, etc.)

**What GTA Provides:**

As the service provider, GTA will be responsible for:

- Working with customers and other support teams to perform joint problem determination and capacity planning
- Working with customer management groups as required.
- Ensuring that the operating environments of the customer applications comply with current [GTA Enterprise Security Policies](#).
- Notifying the customer's management during major problems and outages.
- Administration of the local area network (LAN) Server Operating Environment, which includes the following:
  1. Installing software and firmware to keep the LAN network infrastructure current for elements that are under maintenance. Customer-owned servers no longer under warranty, or for which GTA has no vendor contract, and that experience a serious software or hardware service failure, may be out of service for an extended period until the vendor can repair or replace the component at fault.
  2. Network Operating System (NOS) provisioning
  3. NOS patches - Perform normal, planned operating system and software updates as required. (Except for emergency patches, software updates should be done in a release fashion no more frequently than quarterly to allow for testing and training. More frequent releases may require additional staffing and renegotiation of the service definition.) Emergency updates will require a one- to two-week lead time for testing and distribution.
  4. System backup – Maintaining a system, including software and hardware, to back up the customer's data and NOS settings (system state)

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5. Virus protection – configuring and maintaining server-level virus protection software to protect the file server's shared data
  6. Directory Services – The GTA standard directory service is Active Directory. The directory service will be maintained for user authentication to the network according to the standards and procedures defined by the Georgia Digital Academy for Statewide Active Directory Services.
  7. User administration – maintenance of user objects and passwords
  8. Dynamic Host Configuration Protocol (DHCP) for automatic allocation of IP addresses to all customer workstations. Customers can request DHCP reservations, static IP addresses, and network address translated IP addresses through the standard LAN Request Form .
  9. Database administration – assisting the customer in database administration on the server where it is housed
  10. Maintaining GHOST multicast to deliver images to the customer-owned workstations
  11. Maintaining data and application volumes – periodically defragment hard drives and data sets
  12. Tracking and maintaining NOS and application licensing (perform periodic audits to ensure software vendor compliance)
  13. Remote access (Citrix/TS)
  14. Domain naming system (DNS) for host name resolution on the Internet. Customer may request subzones, address records, alias records and deletions through the standard LAN Request Form process:
  15. Windows Internet Naming Server (WINS). Customers may request static named entries for NetBIOS name resolution and deletions through the standard LAN Request Form process.
  16. Hardware contracts - GTA support for customer-purchased server hardware will be on a best effort basis. The customer-purchase contract provisions will govern the extent of support GTA can provide.
  17. E-mail - Administering and maintaining messaging and collaboration services compatible with the Statewide Active Directory Services; offering membership into the State of Georgia Exchange Organization; establishing and maintaining an Internet e-mail presence; maintaining a local post office; providing a statewide address book; providing fault-tolerant shared SMTP services for Internet messaging functionality; providing fault-tolerant shared front-end services for Outlook Web Access; performing e-mail software distribution to workstations (including preparation, planning and testing); MAPI client support; and Blackberry connectivity if the agency is in the State of Georgia Exchange Organization.
- Providing a service desk for problem reporting, ticketing and escalation
  - Providing connectivity to all devices supported by this agreement, which includes the following:
    1. Cabling - Coordinating network cabling and port installations
    2. Network hardware - Maintaining local hubs and switches
    3. WAN Link – establishing wide area network link
    4. Reporting networking problems to eNOC

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5. If the customer resides in the Twin Towers, GTA can offer connectivity into the GTA managed switch LAN environment
- Information technology consulting and change management, which includes the following:
    1. Providing a site survey to catalog a new customer's LAN
    2. Recommending hardware and software to establish a customer LAN
    3. Recommending server hardware upgrades. GTA will provide the customer with estimates for hardware, software or firmware upgrades that will affect the customer's day-to-day business operations. Seat-based charges do not cover hardware costs of refreshes to customer-owned workstations, servers or infrastructure.
    4. Through the change management process GTA will provide software refreshes to new customer supplied hardware at no additional cost. GTA will create a change ticket to track any changes made, and will update documentation to reflect the change.
    5. Providing customer training on the use of the LAN Request Form and how it relates to the GTA change management process
    6. Offering consultation on membership into Statewide Active Directory Forest, State of Georgia Exchange Organization and Blackberry Enterprise Server
    7. Providing solutions for remote access
    8. Advising customers on network and desktop operating systems – the standard is Microsoft Windows, but provisioning can be provided for Novell and Unix platforms.
    9. Researching agency specific special application needs (example: fax solutions)
    10. Developing proposals for hardware and software quotes from state contracts
    11. Reviewing with the customer the LAN network infrastructure to determine whether changes are needed and scheduling installation and implementation of the changes.
    12. Assisting agencies in LAN migrations from legacy hardware and software
  - LAN and WAN security, which includes the following
    1. Providing industry-standard password security for access to LAN resources
    2. Firewall – configuring and maintaining customer-owned firewall hardware and software including rule set management, access control lists, firmware upgrades, firewall OS upgrades, and connectivity to the edge WAN device.
    3. Maintaining LAN server security based on the NOS vendor's recommendations
    4. Providing workstation protection with BlackIce RealSecure
    5. Maintaining intrusion detection for the customer LAN
  - LAN and WAN monitoring
    1. Configuring GTA-managed What's Up Gold to monitor services at the managed agency
    2. Configuring GTA-managed Intermapper to monitor the serial interface on the customer edge router

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### 3. Configure MOMS to monitor Microsoft Events

#### What the Customer Provides:

- Processing LAN Request Forms according to standard procedures.
- Assigning an owner for each database (or application) to be used in the operating environment. The database owner is responsible for ensuring that database implementation procedures are followed.
- Using tools and processes (ServiceCenter® and LAN Request Forms) to submit requests, information, and reporting as detailed for the specific service offering
- Providing forecasts of anticipated volumes of client and data access requirements in a timely manner to allow for capacity planning
- Ensuring that infrastructure hardware (switches, hubs, etc.) purchased by the customer has provisions in the contract requiring vendor support consistent with customer business requirements for infrastructure availability.
- Working with GTA to create and follow a requirements process to inform all support teams of planned and approved changes or additions to the service.
- Providing application capacity planning requirements (trends, new products, etc.) periodically.
- Ensuring that its employees and contractors comply with all security standards as outlined in the current GTA Security Guidelines for client workstations.
- Providing a current organization chart and list of employees and contractors within 5 five business days of accepting the service. This will allow GTA to provide a higher level of service to the executive staff and keep contact records current.
- Providing GTA with evidence of licensed software or a copy of an agency license software agreement for any application that GTA installs on the customer's behalf.
- Identifying the customer's critical data. Critical data is data stored on the systems that, if lost, would critically affect the bottom line of the customer's business. (A loss of more than one day cannot be tolerated.)
- Ensuring that end users of databases and applications are trained. If necessary, arrange for end-user training on application usage.
- Requesting that customer IDs be created to allow access to the database. The database administrator will keep access groups up to date and grant access to users by placing them in the proper groups. A delegate may be assigned to share this responsibility for updating the groups.
- Ensuring that client workstations meet the minimum recommended hardware and software prerequisites to install and run the customer's operating environment.
- Notifying GTA when application owners leave the customer agency

#### Benefits / Advantages:

By using existing GTA architecture and software licensing, agencies can get more total cost of ownership from their local area network. The agency also gets a fixed rate for desktop management, which allows for consistent budgeting across fiscal years. The agency can also



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use GTA's Operations staff, eliminating the need to staff internal administrators to manage their LAN.

**How to Start this Service:**

Contact GTA Solutions Marketing at [gtasolutionsmrktg@gtga.ga.gov](mailto:gtasolutionsmrktg@gtga.ga.gov) or by phone at (404) 651-6964 to be put in touch with your GTA Account Manager.

**Terms and Definitions:** N/A